

Element Performance Inspection (EPI) Data Collection Tool
4.2.5 Training and Qualification of Dispatchers/Flight Followers (OP)
Revision#: 8 Revision Date: 07/24/2015

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To ensure the operator's dispatchers or flight followers are properly trained and qualified.

Objective (FAA oversight responsibility): To determine:

- The effectiveness of the operator's procedures in meeting the desired output of the process,
- If the operator follows its procedures, controls, process measurements, and interfaces, and
- If there were any changes in the personnel identified by the operator as having responsibility and/or authority, for the Training and Qualification of Dispatcher and Flight Followers process.

Specific Instructions:

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Related EPIs:

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SUPPLEMENTAL INFORMATION

Regulatory Requirements:

A.318, Fatigue Risk Management System (FRMS) Authorization Applicable to Title 14 Code Federal Regulations Part 117
A.319, Part 117 Fatigue Education and Awareness Training Program Update and Approval
C.384, Required Navigation Performance (RNP) Procedures With Special Aircraft and Aircrew Authorization Required (SAAAR)
117.9, Fatigue Education and Awareness Training
119.43, Certificate holder's duty to maintain operations specifications.
121.127, Flight following system; requirements.
121.135, Manual contents
121.401, Training program: General.
121.403, Training program: Curriculum.
121.405, Training program and revision: Initial and final approval.
121.415, Crewmember and dispatcher training requirements.
121.418, Differences training: Crewmembers and dispatchers.
121.419, Pilots and flight engineers: Initial, transition, and upgrade ground training.
121.422, Aircraft dispatchers: Initial and transition ground training.
121.427, Recurrent training.
121.433, Training required.
121.463, Aircraft dispatcher qualifications.
121.629, Operation in icing conditions.
121.683, Crewmember and dispatcher record.

Related CFRs & FAA Policy/Guidance:

Related CFRs:

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FAA Policy/Guidance:

FAA Order 8900.1, Volume 3, Chapter 20, Section 1

FAA Order 8900.1, Volume 3, Chapter 22

FAA Order 8900.1, Volume 3, Chapter 25, Section 3

AC 90-100, U.S Terminal and Enroute Area Navigation (RNAV) Operations

AC 120-42, Extended Operations

AC 120-88, Preventing Injuries Caused by Turbulence

AC 121-32, Dispatch Resource Management

EPI SECTION 1 - PERFORMANCE OBSERVABLES	
Objective: The tasks and questions in this section of the EPI are designed to assist in determining if the operator follows its written procedures and controls and meets the established performance measures of the process. The initial series of questions address the output(s) of the process and the last several questions address whether or not various aspects of the process were followed.	
Tasks	
	The inspector shall accomplish the following tasks:
1	Review the information listed in the Supplemental Information Section of this DCT.
2	Review policies, procedures, instructions, and information for this element.
3	Review the most recently accomplished Safety Attribute Inspection (SAI) for this element.
4	Observe the performance of this element to gain an understanding of the procedures, instructions, and information.
5	Discuss this element with the personnel who perform the duties and responsibilities required by the process.

Questions		
1.1	Were adequate ground training facilities used for aircraft dispatcher training? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.2	Were qualified ground instructors used for aircraft dispatcher training? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.3	Did the dispatcher training program meet the regulatory requirements for basic indoctrination training? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic <i>Related Performance JTIs:</i> 1. Check at the training center that the operator is instructing newly hired Aircraft Dispatchers, during basic indoctrination ground training, in at least the following: duties and responsibilities of dispatchers, as applicable, appropriate provisions of the Federal Aviation Regulations, contents of the operator's operating certificate and operations specifications, and appropriate portions of the operator's operating manual, in accordance with the operator's design.	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p><i>Sources:</i> 121.135(a)(1); 121.415(a)(1)(i)</p>	
2.	<p>Check at the training center that instruction in the "duties and responsibilities" module of aircraft dispatcher basic indoctrination includes specifics in how and by whom all required functions are to be accomplished, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1657A</p>	
3.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes the policies and procedures that ensure the aircraft dispatcher and the operator are in compliance with the FAR's during flight operations, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1657B</p>	
4.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart I, P, Q, R, T, U, and V, of Part 121, Part 91, Subpart C of Part 65, applicable portions of HMR 175, and NTSB 830, in accordance with operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1657B</p>	
5.	<p>Check at the training center that instruction in the "contents of the operator's operating certificate and operations specifications" module of aircraft dispatcher basic indoctrination training includes specific operations that the operator may conduct, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1657C</p>	
6.	<p>Check at the training center that instruction in the "appropriate portions of the operator's manual" module of aircraft dispatcher basic indoctrination includes training on the organization and content of relevant sections of the operator's manuals, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1657D</p>	
7.	<p>Check at the training center that the operator is conducting instruction in as many training modules as necessary during basic indoctrination to ensure adequate training, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1658</p>	
8.	<p>Check at the training center that the operator is conducting aircraft dispatcher basic indoctrination training that meets or exceeds the 40 hour minimum regulatory requirement, in accordance with the operator's design.</p>	

	Sources: FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1660	
1.4	<p>Did the dispatcher training program meet the regulatory requirements for initial training?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the training center that the operator is instructing in initial and ground training, the use of communications systems, including the characteristics of those systems, appropriate normal and emergency procedures, meteorology, including various types of meteorological information and forecasts, interpretation of weather data (including forecasting of en route and terminal temperatures and other weather conditions), frontal systems, wind conditions, and use of actual and prognostic weather charts for various altitudes, the NOTAM system, navigational aids and publications, joint dispatcher-pilot responsibilities, characteristics of appropriate airports, prevailing weather phenomena and the available sources of weather information, air traffic control and instrument approach procedures, and, approved dispatcher resource management (DRM) initial training, in accordance with the operator's design. <p>Sources: 121.135(a)(1); 121.422(a)</p> <ol style="list-style-type: none"> 2. Check at the training center that the operator is instructing in initial ground training, including for each airplane, a general description of the airplane emphasizing operating and performance characteristics, navigation equipment, instrument approach and communication equipment, emergency equipment and procedures, and other subjects having a bearing on dispatcher duties and responsibilities, flight operation procedures including procedures specified in Sec. 121.419(a)(2)(vi), weight and balance computations, basic airplane performance dispatch requirements and procedures, flight planning including track selection, flight time analysis, and fuel requirements, and, emergency procedures, in accordance with the operator's design. <p>Sources: 121.135(a)(1); 121.422(a)</p> <ol style="list-style-type: none"> 3. Check at the training center that the operator is instructing in initial ground training, including, for each airplane, flight planning, including track selection, flight time analysis and fuel requirements, in accordance with the operator's design. <p>Sources: 121.135(a)(1); 121.422(a)(2)(v)</p> <ol style="list-style-type: none"> 4. Check at the training center that the operator is emphasizing, in initial ground training, emergency procedures, including the alerting of proper governmental, company and private agencies during emergencies, to give maximum help to an airplane in distress, in accordance with the operator's design. <p>Sources: 121.135(a)(1); 121.422(a)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>5. Check at the training center that the operator, during dispatcher initial training, is placing strong emphasis on weather interpretation and adverse weather conditions during required meteorology instruction, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1681B</p> <p>6. Check at the training center that sufficient aircraft system instructions and information applicable to specific dispatcher duties and responsibilities, and differences, which affect aircraft dispatcher duties, such as operating characteristics, performance limitations, or MELs, are taught, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1681C</p> <p>7. Check at the training center that dispatch operations procedures for each type of aircraft, including, dispatch release preparation, crew briefings, flight monitoring procedures, flight crew response to emergency situations, instructions in MEL/CDL procedures, instructions in manual performance in case of loss of automated capabilities, instructions in training in appropriate geographic areas, and, instructions in radio/telephone procedures, are taught, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1681D</p> <p>8. Check at the training center that the operator is providing initial equipment training for current and qualified aircraft dispatchers that are qualifying to dispatch an aircraft of a different group, such as turbojet, turbo-propeller, or reciprocating engine type airplanes, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1682B</p>	
1.5	<p>Did the dispatcher training program meet the regulatory requirements for transition training?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the operator is instructing in initial and ground training, the use of communications systems, including the characteristics of those systems, appropriate normal and emergency procedures, meteorology, including various types of meteorological information and forecasts, interpretation of weather data (including forecasting of en route and terminal temperatures and other weather conditions), frontal systems, wind conditions, and use of actual and prognostic weather charts for various altitudes, the NOTAM system, navigational aids and publications, joint dispatcher-pilot responsibilities, characteristics of appropriate airports, prevailing weather phenomena and the available sources of weather information, air traffic control and instrument approach procedures,</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable</p>

and, approved dispatcher resource management (DRM) initial training, in accordance with the operator's design.

Sources: 121.135(a)(1); 121.422(a)

2. Check at the training center that the operator is instructing in initial ground training, including for each airplane, a general description of the airplane emphasizing operating and performance characteristics, navigation equipment, instrument approach and communication equipment, emergency equipment and procedures, and other subjects having a bearing on dispatcher duties and responsibilities, flight operation procedures including procedures specified in Sec. 121.419(a)(2)(vi), weight and balance computations, basic airplane performance dispatch requirements and procedures, flight planning including track selection, flight time analysis, and fuel requirements, and, emergency procedures, in accordance with the operator's design.

Sources: 121.135(a)(1); 121.422(a)

3. Check at the training center that the operator is instructing in initial ground training, including, for each airplane, flight planning, including track selection, flight time analysis and fuel requirements, in accordance with the operator's design.

Sources: 121.135(a)(1); 121.422(a)(2)(v)

4. Check at the training center that sufficient aircraft system instructions and information applicable to specific dispatcher duties and responsibilities, and differences, which affect aircraft dispatcher duties, such as operating characteristics, performance limitations, or MELs, are taught, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1681C

5. Check at the training center that dispatch operations procedures for each type of aircraft, including, dispatch release preparation, crew briefings, flight monitoring procedures, flight crew response to emergency situations, instructions in MEL/CDL procedures, instructions in manual performance in case of loss of automated capabilities, instructions in training in appropriate geographic areas, and, instructions in radio/telephone procedures, are taught, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1681D

6. Check at the training center that the operator is providing initial equipment training for current and qualified aircraft dispatchers that are qualifying to dispatch an aircraft of a different group, such as turbojet, turbo-propeller, or reciprocating engine type airplanes, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1682B

7. Check at the training center that the operator is providing transition

	<p>training to qualify a current and qualified aircraft dispatcher in a new type of aircraft of the same group, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1682C</p> <p>8. Check at the training center that the program hours of transition training ensure the aircraft dispatcher is knowledgeable and proficient with respect to the new aircraft type, in accordance with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 4, paragraph 3-1683</p>	
1.6	<p>Did the dispatcher training program meet the regulatory requirements for recurrent training?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the operator is conducting DRM training during recurrent training, in accordance with the operator's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.427(b)(4)</p> <p>2. Check at the training center that the operator is providing instruction during recurrent ground training of at least 8 programmed hours for Group I reciprocating powered airplanes, 10 programmed hours of instruction for Group I turbo propeller powered airplanes, and 20 programmed hours of instruction for Group II airplanes, in accordance with the operator's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.427(c)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.7	<p>Did the dispatcher training program meet the regulatory requirements for differences training?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center the operator is providing additional differences training, as necessary, to ensure that each dispatcher is adequately trained, in accordance with the operator's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.415(d)</p> <p>2. Check at the training center the operator is instructing differences training which consists of at least, instruction in each appropriate subject or part thereof, required for initial ground training in the airplane, as applicable to Aircraft Dispatcher assigned duties and responsibilities, in accordance with the operator's design.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	Sources: 121.135(a)(1); 121.418(a)(1)	
1.8	<p>Were appropriate training materials used and kept current for each airplane type and variation for training of dispatchers?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the training center that the operator is providing and keeping current appropriate training materials, examinations, forms, instructions, and procedures, relevant to Aircraft Dispatcher training and checking for each airplane type, including variations if applicable, in accordance with the operator's design. Sources: 121.135(b)(1); 121.401(a)(3) 2. Check at the training center that the operator is utilizing training devices, mockups, systems trainers, or procedures trainers that are approved for Aircraft Dispatcher training in accordance with the operator's design. Sources: 121.135(b)(24); 121.403(b)(2) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.9	<p>Was the recurrent training and competency check administered to dispatchers during the eligibility period?</p> <p>Note(s): <i>Eligibility period is considered as the month before or after the base month.</i></p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.10	<p>For passenger carrying operators and all-cargo operators opting to comply with 14 CFR 117 regulations, did each dispatcher or flight follower receive annual fatigue education and awareness training?</p> <p>Note(s): <i>This question does not apply to all-cargo operators only issued operations specifications A317.</i></p> <p>Updated: Rev # 8 on 07/24/2015 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.11	<p>Is each dispatcher provided sufficient practice to ensure he or she:</p> <ul style="list-style-type: none"> • Remains adequately trained and proficient in each airplane and type of operation in which he/she serves; and • Qualifies in new equipment, facilities, procedures, and techniques, including modifications to the airplane? <p>Note(s): <i>Practice is normally in the form of "On-the-Job" training.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to remain adequately trained and currently proficient with respect to the airplane and type of operation in which they serve, and to become qualified in new equipment, facilities, procedures and techniques, and modifications to airplanes, in accordance with the operator's design. <i>Sources:</i> 121.135(a)(1); 121.415(g) 2. Check at the training center that the operator's recurrent training ensures that each Aircraft Dispatcher is adequately trained and currently proficient with respect to the type airplane, including differences training if applicable, in accordance with the operator's design. <i>Sources:</i> 121.135(a)(1); 121.427(a) 3. Check at the training center that the operator is conducting a quiz or other review to determine the state of the dispatcher's knowledge with respect to the airplane involved, during recurrent training, and is conducting a competency check during recurrent ground training as required by 121.422(b), in accordance with the operator's design. <i>Sources:</i> 121.135(a)(1); 121.427(b)(1); 121.427(b)(3) 4. Check at the training center that aircraft dispatchers serving in domestic or flag operations remain familiar with all essential operating procedures for that segment of the operation over which the aircraft dispatcher exercises jurisdiction, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(d) 5. Check at the training center that the operator is utilizing the information that applies to the airplane groups, terms, and definitions as stated in 121.400, in accordance with the operator's design. <i>Sources:</i> 121.135(a)(1); 121.463(e) 	
1.12	<p>Were aircraft dispatcher competency checks conducted by an appropriate supervisor or ground instructor?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.13	<p>Did the aircraft dispatcher competency checks demonstrate the knowledge and ability of subjects set forth in 121.422 (a) for initial, transition and recurrent training?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

Related Performance JTIs:

1. Check at the training center that the operator is conducting, in initial and transition ground training, a competency check given by an appropriate supervisor or ground instructor, demonstrating knowledge and ability in the subjects set forth in 121.422(a), in accordance with the operator's design.

Sources: 121.135(b)(1); 121.422(b)
2. Check at the training center that competency checks are a comprehensive evaluation in which an appropriately qualified supervisor or instructor (designated air transportation supervisor) observes all aspects of the dispatch function, for the operational segments in which the aircraft dispatcher will become qualified, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702A
3. Check at the training center that competency checks for initial new-hires include all types of aircraft the dispatcher will be qualified to dispatch, and are comprehensive enough to allow the dispatcher candidate to adequately demonstrate knowledge and ability in normal and abnormal situations, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702B
4. Check at the training center that initial equipment and transition competency checks are limited solely to the dispatch of aircraft types on which the aircraft dispatcher is qualifying, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702B
5. Check at the training center that recurrent and requalification competency checks encompass a representative sample of aircraft and routes for which the aircraft dispatcher is maintaining qualification, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702B
6. Check at the training center that the aircraft dispatcher is observed and evaluated conducting Extended Operations (ETOPS), or operations conducted according to paragraphs B43 or B44 of the Ops Specs, during a competency check by an appropriate qualified supervisor or instructor, in accordance with the operator's design.

Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702B
7. Check at the training center that the aircraft dispatcher candidate dispatches all flights in the time the operator normally allows a fully qualified dispatcher to complete his/her work, and the outcome of the dispatch competency check must never be in doubt, in accordance

	<p>with the operator's design.</p> <p><i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1702C</p>	
1.14	<p>Does each instructor or supervisor responsible for a ground training subject, course of training, or competence check certify the proficiency and/or knowledge of the dispatcher upon completion of the training/check?</p> <p>Note(s): <i>This certification shall become part of the dispatcher's record.</i></p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.15	<p>Did the dispatcher complete operating familiarization within the eligibility period</p> <p>Updated: Rev # 6 on 09/30/2013 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the records repository that aircraft dispatchers were exposed to different routes and terminal areas in the aircraft dispatcher's areas of responsibilities on operational familiarization flights, in accordance with the operator's design. <i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1703 2. Check at the records repository that aircraft dispatchers responsible for extended operations, ETOPS, and operations involving authorizations of paragraph B43 and/or B44 are provided operational familiarization over those routes, in accordance with the operator's design. <i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1703 3. Check at the records repository that when aircraft dispatchers received operational familiarization in a simulator, the 5 hours were accomplished by observing line-oriented flight training (LOFT) and cockpit resource management training of flight crewmembers and was not reduced, in accordance with the operator's design. <i>Sources:</i> FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1703 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.16	<p>Do training records show each aircraft dispatcher is current and qualified as specified 14 CFR part 121, to include:</p> <ul style="list-style-type: none"> • Basic Indoctrination; • Initial Training; • Transition Training; • Recurrent Training; • Proficiency (competency) checks; and 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<ul style="list-style-type: none"> • Operating familiarization? <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the records repository that the operator has established each dispatcher's base month for required recurrent training, and the required dispatcher competency check, in accordance with the operator's design. <i>Sources:</i> 121.135(a)(1); 121.401(b) 2. Check at the records repository that the operator has not used a person, nor has a person served as an aircraft dispatcher in domestic or flag operations for a particular airplane group unless that person satisfactorily completed all required dispatcher training, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(1) 3. Check at the records repository when a dispatcher has completed initial training for another type airplane of the same group, that all required transition training has been satisfactorily accomplished, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(1) 4. Check at the records repository that each aircraft dispatcher has completed 5 hours of operating familiarization under operations conducted under part 121 from the flight deck or, for airplanes without an observer seat on the flight deck, from a forward passenger seat with headset or speaker, or, has allowed for the reduction of the 5 hours of operating familiarization requirement to a minimum of 2 1/2 hours by substituting one additional takeoff and landing for an hour of flight time, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(2) 5. Check at the records repository that the operator has allowed a person to serve as an aircraft dispatcher, for only 90 days or less, without meeting the 5 hours of operating familiarization, after the initial introduction of the airplane into operations under part 121, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(2) 6. Check at the records repository that no person served as an aircraft dispatcher for a particular type airplane unless that person has satisfactorily completed differences training, if applicable, in accordance with the operator's design. <i>Sources:</i> 121.135(b)(1); 121.463(b) 7. Check at the records repository that no person served as an aircraft dispatcher in domestic or flag operations unless they completed at 	
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	<p>least 5 hours of operating familiarization in the preceding 12 calendar months, in one of the types of aircraft in each group to be dispatched, or the operator has allowed for the reduction of the 5 hours of operating familiarization requirement to a minimum of 2 1/2 hours by substituting one additional takeoff and landing for an hour of flight time when a simulator was not used, in accordance with the operator's design.</p> <p>Sources: 121.135(b)(1); 121.463(c)</p> <p>8. Check at the records repository, that aircraft dispatchers and other affected personnel are qualified in the specific requirements of the approved de-ice/anti-ice program, in accordance with the operator's design.</p> <p>Sources: 121.135(b)(1); 121.629(c)(2)(i)</p> <p>9. Check at the records repository that the operator has documented the training and qualifications of each dispatch ground instructor and air transportation supervisor, in accordance with the operator's design.</p> <p>Sources: FAA Order 8900.1, volume 3, chapter 20, section 1, paragraph 3-1401C</p> <p>10. Check at the records repository that the operator is maintaining a program that qualifies and trains air transportation supervisors who have satisfactorily completed the appropriate training curriculum, competency check and recurrent training, in accordance with the operator's design.</p> <p>Sources: FAA Order 8900.1, volume 3, chapter 20, section 1, paragraph 3-1402</p> <p>11. Check at the records repository that training given on subjects other than what is required by the FAR's, were included and taken credit for in aircraft basic indoctrination, in accordance with the operator's design.</p> <p>Sources: FAA Order 8900.1, volume 3, chapter 22, section 3, paragraph 3-1656</p>	
1.17	<p>Is there a requalification category of training used to requalify an aircraft dispatcher who has been trained and qualified by the operator, but who has become unqualified due to not having satisfactorily completed recurrent training, a competency check, or operational familiarization within the appropriate eligibility period?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Domestic</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the operator is conducting requalification training to restore an unqualified dispatcher to a qualified status, in accordance with the operator's design.</p> <p>Sources: FAA Order 8900.1, volume 3, chapter 22, section 5, paragraph 3-1701</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

1.18	<p>Does the training of flight followers include all the operational control duties and functions as specified in the operations manual?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Supplemental</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the flight following center through observation, that flight followers conducting supplemental operations are able to perform their duties in accordance with the operator's design. <p><i>Sources:</i> FAA Order 8900.10 Volume 3, Chapter 25, Section 3, paragraph 3-1971D</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.19	<p>Does the training of contract employees who exercise operational control include all the duties and functions as specified in the operations manual?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Supplemental</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the flight following center through observation, that contract employees who exercise operational control are able to perform their duties in accordance with the operator's design. <p><i>Sources:</i> FAA Order 8900.1, Volume 3, Chapter 25, Section 1, Paragraph 3-1921G2</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.20	<p>Is a competency check used to evaluate that flight followers can perform their required duties?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Supplemental</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the training center that flight followers are being qualified (competency check) in accordance with the operator's design. <p><i>Sources:</i> FAA Order 8900.10 Volume 3, Chapter 25, Section 3, paragraph 3-1971D</p> <ol style="list-style-type: none"> 2. Check, at the records repository, that competency checks of the operator's Flight Followers was accomplished in accordance with its design. <p><i>Sources:</i> FAA Order 8900.10 Volume 3, Chapter 25, Section 3, paragraph 3-1971D</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.21	<p>Is a competency check used to evaluate that contract employees who exercise operational control can perform their required duties?</p> <p>Updated: Rev # 3 on 03/03/2010</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable

	<p>Kind Of Question: Supplemental</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the training center, that contract employees who exercise operational control are being qualified (competency check) in accordance with the operator's design. <p>Sources: FAA Order 8900.1, Volume 3, Chapter 25, Section 1, Paragraph 3-1921G2</p> <ol style="list-style-type: none"> 2. Check, at the records repository, that competency checks of the contract employees who exercise operational control was accomplished in accordance with its design. <p>Sources: FAA Order 8900.10 Volume 3, Chapter 25, Section 3, paragraph 3-1971D</p>	
1.22	<p>Did the operator follow policies, procedures, instructions, and information for this element?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.23	<p>Did the operator follow controls for this element?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.24	<p>Did the records for this element comply with the instructions?</p> <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.25	<p>Were the process measurements for this element:</p> <ul style="list-style-type: none"> • Effective in identifying actual or potential problems, and • Did the operator identify and take corrective action for identified problems? <p>Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.26	<p>Did the operator follow its method for evaluating the impact of changes in this process to other related processes that interface with this process?</p> <p>Updated: Rev # 6 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.27	<p>Did the observed interactions between personnel accomplishing interfacing processes produce the desired result?</p> <p>Updated: Rev # 6 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

EPI SECTION 1 - PERFORMANCE OBSERVABLES	
Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Policies, procedures, instructions, or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective:

Answers to questions in this section address the responsibility and authority of the people who manage this process. They will help determine if there is a qualified and knowledgeable person who:

- Is responsible for the process,
- Is answerable for the quality of the process,
- Has the authority to establish and modify the process.

Note: The person with the authority may or may not be the person with the responsibility.

Tasks

	The inspector shall accomplish the following tasks:
1	Identify the person who has overall responsibility for the processes associated with this element.
2	Identify the person who has overall authority for the processes associated with this element.
	Note: If there have been no major changes in key personnel or the program since the last SAI or EPI was accomplished, then only answer questions 1 and 2 below, and select "No Change" (N/C) for the remaining questions. If changes have occurred that affect the responsibility or authority attributes for this element, then accomplish all tasks and answer all questions.
3	Review the duties and responsibilities for the person(s) who manage the processes associated with this element.
4	Review the appropriate organizational chart.
5	Discuss the processes associated with this element with the management personnel identified in tasks 1 and 2.
6	Review the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

2.1	Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.2	Is the identified person who has authority to establish and modify the operator's policies, procedures, instructions and information for the processes associated with this element actively filling that position? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.3	Does the responsible person know that he/she has responsibility for the processes associated with this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable

	Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	
2.4	Does the person with authority know that he/she has authority for the processes associated with this element? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.5	Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.6	Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.7	Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.8	Does the person with authority understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.9	Does the person with responsibility know who has authority to establish and modify the processes associated with this element? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.10	Does the person with authority know who has the responsibility for the processes associated with this element? Updated: Rev # 3 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand policies, procedures, instructions, or information.
4.	Does not understand controls.
5.	Does not understand process measurements.

6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.